



Virginia Information Technologies Agency

CoVA Technology Strategy

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RichTech Government Forum

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Topics

- Welcome
- Video
- VITA Update
- CoVA IT Strategy
 - Technology Business Plan Initiatives
 - IT Priorities
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- Q&A



CoVA IT Infrastructure

Computers

57,977 PCs
3,485 servers

Mailboxes

59,866 accounts

Data storage

1.4 petabytes

Mainframes (2)

IBM
Unisys

Communications

~55,000 desk phones
~3,600 handhelds (PDAs)
~11,000+ cell phones

Networks

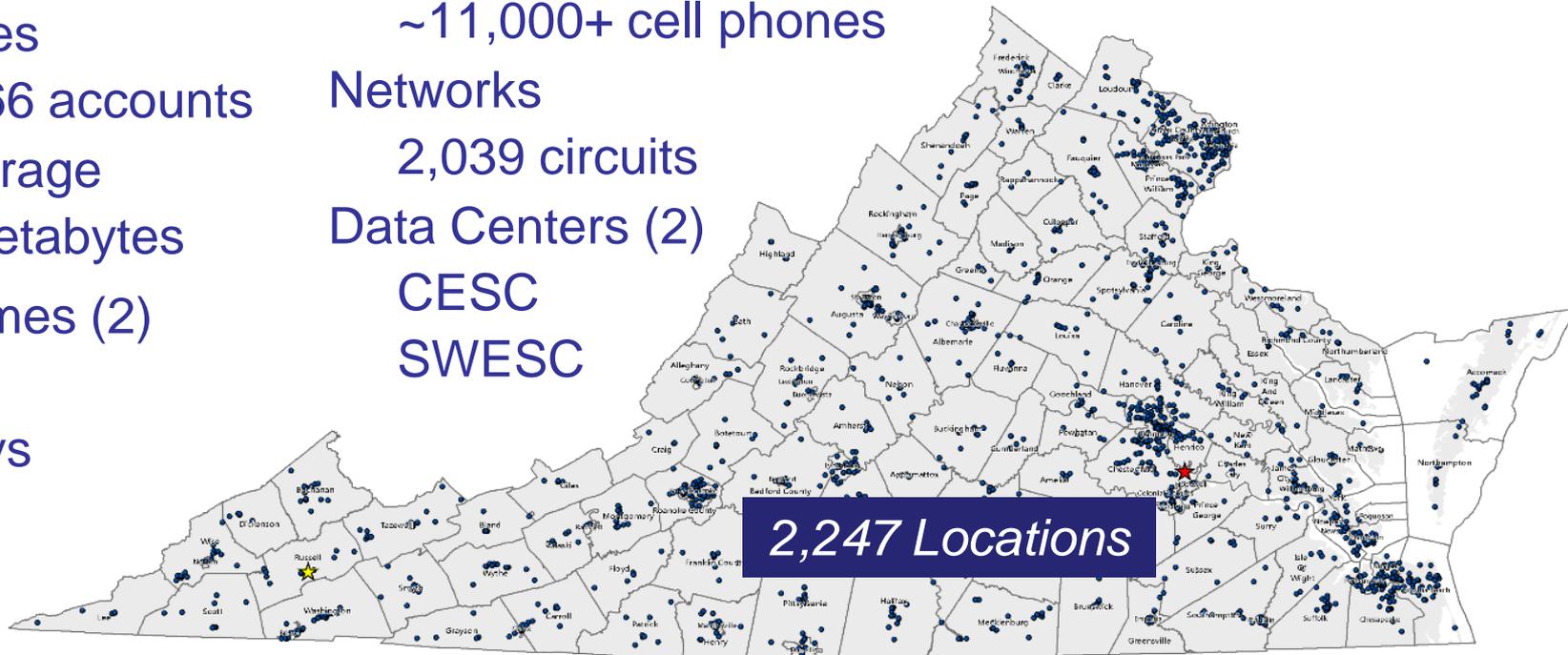
2,039 circuits

Data Centers (2)

CESC
SWESC

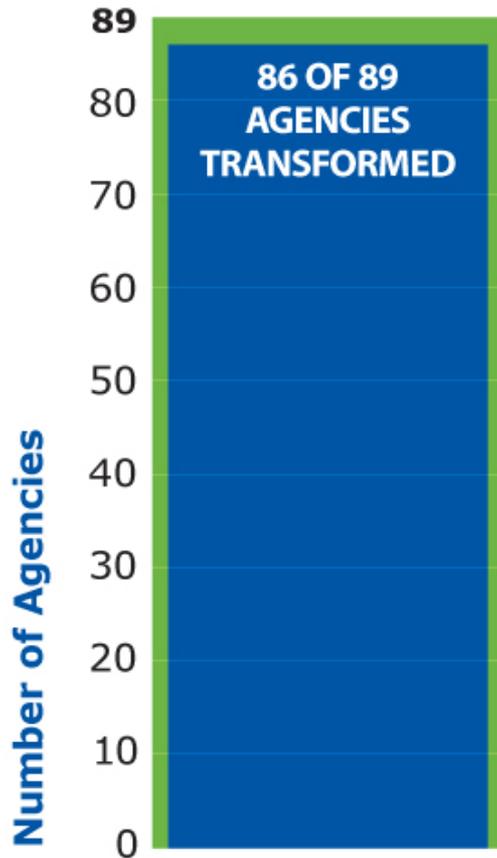
Printers

5,674 network
22,000+ desktop





Transformation Status



- Critical mass achieved
 - Standard
 - Reliable
 - Secure



VITA – FY2012 Look Back

- Financial stability
 - 100% of FY12 targets, \$12M treasury loan payment
- Continued improvement (technology, people & processes)
- Major initiatives, upgrades, transformation
 - eHHR Program
 - Virginia.gov re-design (part of eGOV program)
 - Enterprise email system
 - CESC improvements, mainframe refresh (IBM), other
 - 14,000 PC upgrades
 - Legacy voice systems



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SPOTLIGHT

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CALENDAR



AGENCIES



LICENSES

FIND A JOB



Done Local Intranet 125%



CoVA Strategic Technology Plan

- Technology Business Plan Initiatives (five)
 - Aligns the commonwealth's *business* priorities and *technology* strategies
 - 2011 Information Technology Advisory Council (ITAC) Technology
- IT Priorities (seven)
 - Events or emerging technologies that likely will have a significant impact on the Initiatives
- Strategic Directives (44)
 - Specific activities that leverage the IT Priorities to fulfill the Initiatives



Technology Business Plan

Initiative 1 – Emphasize programs and tools that enable all citizens to interact with government 24x7 – safely and securely, and when, how and where they want it

Initiative 2 – Improve information sharing to optimize current business functions and supporting systems

Initiative 3 – Leverage technology to improve worker productivity and make state employment more attractive to the future workforce

Initiative 4 – Support educational attainment initiatives - key to achieving state economic development and quality of life goals

Initiative 5 – Expand and support back-office platforms and productivity tools that support Governor's Reform Commission recommendations on streamlining government operations



IT Priorities

- Mobility
- Cloud
- Enterprise Information Architecture
- Social Media
- Cyber Security
- Transformation
- Enterprise Services



IT Priorities

- Align IT Projects to CoVA business priorities
- 136 IT Projects
 - 54 “major” projects (\$490 M)
 - 82 non-major projects (\$49 M)
- 17% of Core Applications Are End of Life
 - CARS, PMIS, eligibility systems
 - Example: VITA telco billing system



IT Priority - Mobility

- Consumerization of IT
 - Ubiquitous Internet
 - Personal liability
- Mobile apps – to facilitate government interaction with citizens
- VITA/CIO/SoTech set policies, standards, guidelines, etc.
- 2011 – Good Technology
- 2012 – Virginia.gov
- 2013 – Mobile Device policies
- Tablets
 - Windows 8
 - Microsoft, SAMSUNG
- Security
- The most popular apps with citizens are:
 - Traffic and road conditions, parks and recreation activities, professional licensing, public safety/emergencies, employment assistance, benefits/public assistance



IT Priority – Cloud Computing and Services

- VITA/Northrop Grumman
 - CoVA's private cloud
 - Cloud before cloud was 'cool'
 - Infrastructure or services
- Government barriers
 - Control where *citizen* data is located and specific requirements around security, reliability and discovery
- Hybrid approach
- Existing Cloud Services:
 - Messaging (Email)
 - Email archiving and eDiscovery
 - Storage
 - GIS
 - Disaster recovery
 - Document collaboration (SharePoint)
 - Citizen relationship management (MS Dynamics)
 - Authentication
 - Business applications



IT Priority – Enterprise Information Architecture

- Enterprise Information Architecture (EIA)
 - “The currency of Government is information”
- EIA is a framework
- Goal: “future state” of data management and governance
 - HITSAC, NIEM
- Components include data *governance*, data *standardization*, data *asset management* and enterprise *data sharing*
- Related governance activities will position the commonwealth to maximize management and analysis of big data

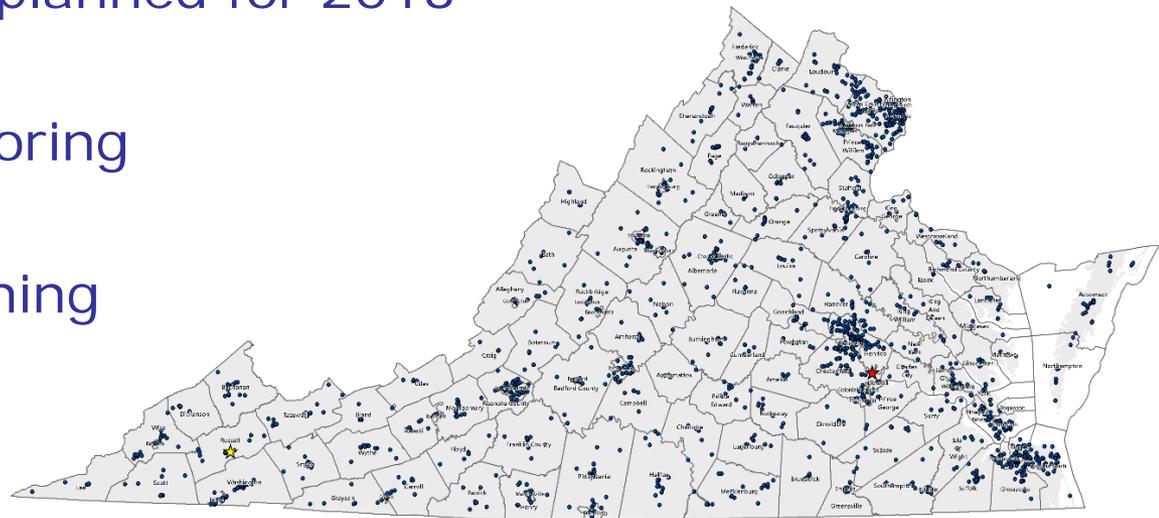


IT Priority - Social Media

- Primary agency-driven
 - VITA to facilitate agreed-to standards
 - Stand-up
- Collaboration platforms inside government
- Additional use of Web 2.0 technology on government websites (blogs, podcasts, webcasts)
 - RE: new Virginia.gov
- Consumer social media for institutional communication (official Facebook pages or Twitter accounts)
- Support knowledge sharing among government workforce
- Challenge: What role should the commonwealth and agency CIOs have in social media policy and dedicated resources

IT Priority - Infrastructure Transformation

- Significant strategic planning initiative for the Commonwealth Comprehensive Infrastructure Agreement (CIA)
- Constant improvement (people, process and technology)
 - Major Upgrades planned for 2013
 - Security
 - Server Monitoring
 - Help Desk
 - Self-Provisioning

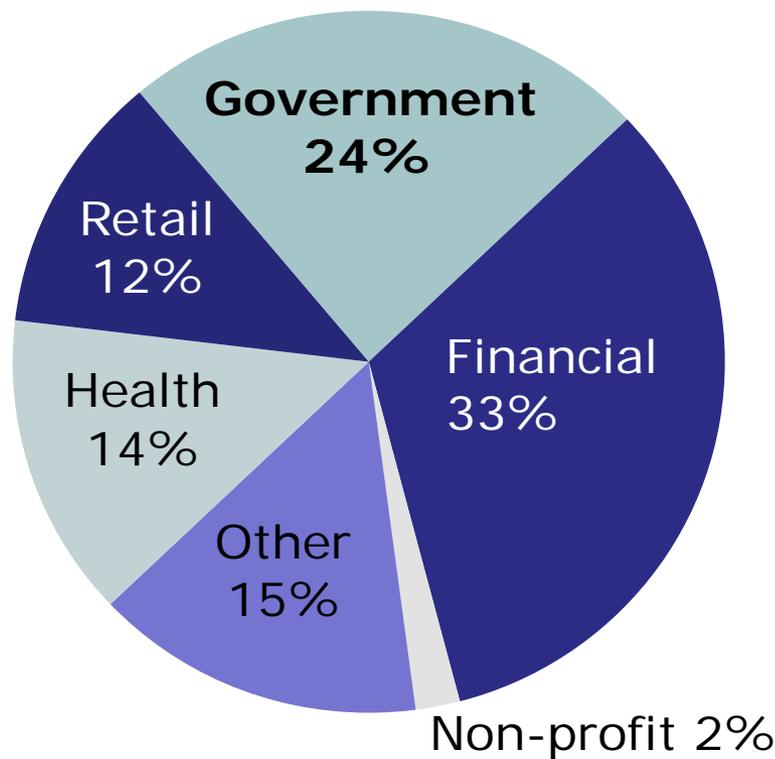




IT Priority – Enterprise Services

- *Critical Mass enables enterprise approach and facilitates shared services*
 - Commonwealth Authentication Service (DMV)
 - Enterprise Data Management service (VITA)
 - Service-Oriented Architecture (VITA)
 - eGOV program (Virginia.gov, agency websites)
 - Workplace Collaboration Service (SharePoint)
 - Workplace Productivity Solution (CRM)
 - Email archiving (Symantec)
 - “Bring Your Own Device” mobile computing support

IT Priority – Cyber Security



Security breaches of over 1 Million records

Source: Privacy Rights Clearinghouse, *A Chronology of Data Breaches*, Aug 2012

Mandate: protect CoVA network & citizen data from unauthorized access

In Virginia (CY 2012)*

- 117,842,683 attack attempts
- 698,942,080 spam messages

*Transformed agencies only



IT Priority – Cyber Security

- Improve Analysis & Risk Assessment
 - Full packet analysis to address data exfiltration
 - Risk management tool (being pursued) to identify potential impact of breach or outage
- Enhance Access Security
 - More secure remote network access (SSL VPN)
 - Password resets (from 90 to 45 days)
 - Two-factor authentication
- Address Security Compliance
 - Increasing CoVA capabilities



FY2013 Major Goals & Initiatives

- 2013 Strategic Directives
- Continued improvements (technology, people & processes)
- 2013 – Major Goals and Initiatives
 - eHHR program (SOA, EDR, & CAS)
 - eGov migration
 - Security upgrades
 - 14,000 Desktop PCs, Windows 7 roll-out
 - UCaaS (3Q13 = 18K UCaaS)
 - CESC Improvements (Monitoring, self-provisioning, etc.)
 - WAN Contract, Contingency Labor
 - Leverage CoVA IT Spend



Questions?

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